

WHAT IS CLAIMED IS:

1. A method for maintaining Voice Over Internet Protocol (VoIP) custom services, comprising:

5 providing a first pointer, the first pointer directing a terminal unit to access a first Internet server;

providing a backup pointer, the backup pointer directing the terminal unit to access a corresponding backup Internet server;

accessing the first Internet server; and

10 upon system failure, automatically accessing the backup Internet server.

2. The method of Claim 1, wherein the pointers comprise uniform resource locators (URLs).

15 3. The method of Claim 1, wherein the system failure comprises a first Internet server time-out error.

20 4. The method of Claim 1, wherein a first call manager is configured to operate the first Internet server; and  
the system failure comprises a first call manager failure.

5. The method of Claim 4, further comprising pushing the backup pointer to the terminal unit upon the system failure.

25 6. The method of Claim 4, wherein a backup call manager is configured to operate a corresponding backup Internet server, further comprising, upon system failure, automatically rehomeing to the backup call manager.

30 7. The method of Claim 6, further comprising providing a plurality of backup pointers, each backup pointer directing the terminal unit to access a corresponding backup Internet server.

8. The method of Claim 7, further comprising automatically accessing a backup call manager upon the system failure.

9. The method of Claim 4, further comprising sending periodic keep-alive  
5 messages between the terminal unit and the first call manager.

10. The method of Claim 9, wherein the system failure comprises a keep-alive failure.

10            11.    The method of Claim 9, wherein the keep-alive messages include the  
                backup pointer.

12. A system for maintaining VoIP custom services, comprising:  
a means for providing a first pointer, the first pointer directing a  
terminal unit to access a first Internet server;  
a means for providing a backup pointer, the backup pointer directing  
5 the terminal unit to access a corresponding backup Internet server;  
a means for accessing the first Internet server; and  
upon system failure, a means for automatically accessing the backup  
Internet server.

10 13. The system of Claim 12, wherein the pointers comprise uniform  
resource locators (URLs).

14. The system of Claim 12, wherein the system failure comprises a first  
Internet server time-out error.

15 15. The system of Claim 12, wherein a first call manager is configured to  
operate the first Internet server; and  
the system failure comprises a first call manager failure.

20 16. The system of Claim 15, further comprising a means for pushing the  
backup pointer to the terminal unit upon the system failure.

25 17. The system of Claim 15, wherein a backup call manager is configured  
to operate a corresponding backup Internet server, further comprising, a means for  
automatically rehomeing to the backup call manager upon system failure.

18. The system of Claim 17, further comprising a means for providing a  
plurality of backup pointers, each directing the terminal unit to access a corresponding  
backup Internet server.

30 19. The system of Claim 18, further comprising a means for automatically  
accessing a backup call manager upon the system failure.

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22. The system of Claim 20, wherein the keep-alive messages include a backup pointer.

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the logic operable to provide a first pointer, the first pointer directing a terminal unit to access a first Internet server; provide a backup pointers, the backup pointer directing the terminal unit to access a corresponding backup Internet server; access the first Internet server; and upon system failure, automatically access the backup Internet server.

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the system failure comprises a first call manager failure.

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30. The system of Claim 29, the logic further operable to automatically access a backup call manager upon the system failure.

31. The system of Claim 26, the logic further operable to send periodic keep-alive messages between the terminal unit and the first call manager.

5 32. The system of Claim 31, wherein the system failure comprises a keep-alive failure.

33. The system of Claim 31, wherein the keep-alive messages include the backup pointer.

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